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OFFICE POLICIES AND PATIENT GUIDELINES

Patient handbook for Dr. Eiras

Hello, and welcome to our office!

General Information

Because of the high level of service we deliver, we must maintain strict policies that we ask you to follow. A great deal of effort, attention to detail and time is needed for us to deliver this type of care. Over a long period of time we have refined our policies and procedures; what follows is an outline of these policies and a clarification of what we can and cannot do on your behalf. Please review these policies very carefully. Also, please do not ask us to make exceptions.

If we find you to be noncompliant with office policies or the outlined plan of care without good cause, then you will be permanently dismissed from this office.

Privacy Policy

This office is fully HIPAA compliant. If you have not received a copy of our privacy policy, we would be happy to give you a copy. Please read this before coming into the office. You will be asked to sign an agreement stating that you read and understand our privacy policy.

Appointments

Please arrive at the time of your appointment. Patients are seen usually by the time of their appointment and not by who came in first. Patients come in for many different reasons other than seeing the doctor. These patients can be called back out of the scheduled order.

We need at least 24-hour notice for any cancellation of an appointment. If you cancel sooner than 24 hours of your appointment or do not show you will be charged a \$40 missed appointment fee.

Fees and Payment

All office fees are payable in full at the time of each visit. We do not allow balances to carry forward. Therefore, if you have an outstanding balance, it must be cleared before a follow-up visit can be scheduled. Our fees reflect not only the time we spend with you in the office, but also all the time spent on your behalf between visits. This may include reviewing reports, making and receiving calls, such as from other health care providers, insurance companies, pharmacies, home care agencies, etc., and preparing paperwork that is often needed. **Extra fees** will be charged for work by our staff on your behalf, based on the time and complexity of the task. As an example, pre-certification for tests and medications will usually result in a fee being charged to you.

Your Medications

Bring with you ALL of your medications and supplements to your visit. If you are not able to bring them please bring a detailed list with the name, strength and how you take it throughout the day. This is important because an accurate listing of all your medications and supplements is vital to allow delivery of safe and effective care.

Local Physicians

Our office is quite unique, in that many of our patients come from out of our local area. For patients who do not live within our local area, you must have a primary care physician in your own local area, which you continue to see on a regular basis. This is a strict requirement, for we cater to specialty needs, and will not perform primary care issues to those who are not local to our area. We will not refill or prescribe medications not originally prescribed by us or not related to the special problems that we are treating. In the event that an emergency arises and you are not able to see us immediately, you should see your primary caregiver, who can then call us if our input is needed.

Test Results

All test results are reviewed by Dr. Eiras before they are filed. If any significant findings are noted, you or your local physicians will be contacted. We ask that you DO NOT call us for the results. Likewise, DO NOT ask us to explain the results by phone or by fax. Such matters will only be addressed at scheduled office visits. If you want any of your past results mailed to you please give us a self addressed post marked envelope so that we can mail them to you. We DO NOT fax to patients and only will fax to your other doctors. We will gladly give you a copy of any test result during your follow up visit.

Calls and Faxes to the Office

It is a basic principle of medical care that nothing can replace an office visit when it comes to explaining symptoms, going over results, and making plans for care. As a result, it is our office policy that such issues are never discussed in detail by phone, and we will not alter the plan of care or change prescriptions by phone or fax. Instead, we require an office visit. Likewise, if you just had an office visit, and forgot to mention something, we suggest that you write down and discuss it at your next visit. Repeated calls will not be tolerated.

Prescription Renewals by Phone

It is the patient's responsibility to remember what medications need to be refilled at each follow up visit. When you come in for your follow up make sure you bring a list of medications that you are on and which ones you need to get refilled. If you forget to get a medication filled we will call it into your pharmacy but there will be a \$5 charge per prescription. This charge must be paid for over the phone by credit card before anything can be called in.

No Narratives

Under no circumstances will we prepare narrative reports. This includes reports to insurance companies, attorneys, etc. This is upon legal counsel and no exceptions will be permitted.

Pre Certification/Letters of Medical Necessity

Nowadays, insurance companies increasingly attempt to dictate and manage your medical care, prescriptions and tests. They are asking for prior authorizations and letters of medical necessity for nearly every medication, test and procedure that is ordered by your medical caregivers. The amount of time and paperwork required to accomplish this has become too much for us. Therefore, with a few exceptions, we will charge to have these completed. Prior authorization on a medication or service is \$10 per authorization. Letters of medical necessity start at \$75 and can go up depending of length and how long it took the doctor to complete it.

Insurance Appeals

If your insurance company denies a service that is medically necessary for your care, then an appeal becomes necessary. We will not craft this appeal-this is your responsibility. In some extreme cases, patients have hired attorneys.

Cell Phones

Cell phones must be turned off inside the office building.

This document could not possibly cover all details of our practice and only serves as a general guide. Because these circumstances change, updates will no doubt be made. We will keep you informed!